

# **TOWN OF NANTUCKET**

## **JOB DESCRIPTION**

**POSITION:** EXECUTIVE ASSISTANT

**DEPARTMENT:** Town Administration

**COMPENSATION:** (non-union)

**EFFECTIVE:** September 1, 2008

**SUPERVISION:** Town Manager

**FLSA Status:** Exempt

### **DEFINITION**

Under the direction of the Town Manager, performs administrative duties. Coordinates day-to-day activities of the department of Town Administration, provides clerical support, and assists and facilitates administrative duties of the department's senior staff. Communicates with staff, coordinates department routines and activities, prepares correspondence and website postings, sets up for and prepares for meetings, takes minutes, files and keeps records, researches and prepares reports and correspondence related to contract negotiations and other Town Administration matters, handles and channels incoming mail, answers phone and e-mail, and performs related duties as may be required or assigned by the department's senior staff.

### **JOB ENVIRONMENT**

Work is performed under typical office conditions and is generally administrative and clerical in nature. Normally works under standard office practices and policies. Work environment may contain frequent interruptions. Operates standard office equipment such as computer, calculator, fax, scanner, telephone and copier. Makes regular contact with staff, Board of Selectmen, and with the general public, state agencies and other town departments, requiring excellent customer service skills. Errors could result in delay, confusion, monetary loss, poor employee morale, and adverse public relations.

### **ESSENTIAL DUTIES/RESPONSIBILITIES/FUNCTIONS**

(The essential functions listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

1. Prepares incoming and outgoing correspondence and website postings. Oversees the office's filing system, retaining, maintaining and updating files and remote files. Maintains computer files and hard copy records in an easily retrievable fashion. Answers the telephone and responds to e-mails, handling inquiries and referring callers to appropriate agencies/departments when necessary. Processes invoices, copies and files documents. Arranges for travel and workshop attendance for senior department staff, making travel, registration and lodging reservations. Arranges, announces or posts meetings as appropriate for staff and Board of Selectmen; takes and transcribes minutes, and arranges for room set up and tear-down.
2. Schedules, arranges and sets up for meetings of the Town Manager. Greets staff and citizens coming into the office. Acts as "gatekeeper" for the Town Manager.
3. As office coordinator, monitors department expenditures in relation to the budget; monitors office supply inventory, and orders supplies for department staff when

- necessary or as directed; sorts mail for department staff; monitors staff equipment and arranges for repairs, maintenance or replacement as necessary; coordinates/schedules the Conference room; arranges recognition, training and social events for staff as requested by the Town Manager.
4. Collects Weekly Timesheets and completes weekly payroll submission form for approval by the Human Resources Director.
  5. Responds to inquiries from the general public, from other town departments and from Town Administration staff. As a representative of the Town Manager's office, maintains a consistently high quality customer service profile with all contacts.
  6. Follows up on citizen concerns and press inquiries, including research and preparation of correspondence, as directed.
  7. Assists with the compilation of the Town's Annual Report.
  8. Assists with special projects as directed. Gathers data and information, organizes and prepares reports and correspondence as requested.
  9. Performs related duties as required, including other matters as may be determined by the Town Manager.

#### DESIRED MINIMUM QUALIFICATIONS

Education and Training: High School graduate or GED equivalent required. College degree desired. Three to five years of office managerial or administrative experience preferred. Municipal experience preferred.

Skills: Knowledge of general office practices, procedures and administration required. Must have effective oral and written communication skills. Must demonstrate ability to deal pleasantly, tactfully and cooperatively at all times, in person, by phone and by e-mail, with the general public, town officials and employees. Ability to operate standard types of office equipment, including but not limited to telephones, computers (with proficiency in e-mail, Microsoft Office Suite, Microsoft Word, Excel, PowerPoint and Access) facsimile machine, scanner and copy machine. Familiarity with MUNIS municipal software. Must be a practical, level-headed self-starter who can efficiently and calmly handle multiple projects, issues and situations.

#### PHYSICAL REQUIREMENTS

Must have sufficient manual dexterity and physical flexibility to bend, lift (10 lb. or heavier file boxes, mail, books) and reach to complete basic office tasks. The work involves standing, sitting and/or walking for the greater portion of the day. Must be able to attend night meetings and manage relatively high levels of stress due to competing demands. Work sometimes may be required beyond the usual eight-hour day.

**Note: This job description does not constitute agreement between the employer and employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.**

**Appointment to the position is contingent upon passing a pre-employment physical exam.**

July 3, 2008 draft